

***Illinois***

***Operations Support Systems***

***Performance Measures Collaborative***

***Docket No. 98-0866***

***August 2, 2000***

## ***Performance Measures Agenda***

- Collaborative Purpose
- Background – Regulatory Activity
- 9/7/99 Conforming California Joint Partial Settlement Agreement (JPSA) – Overview
- 7/12/00 California JPSA filing
- Summary and Status

## *Collaborative Purpose*

### **Merger Condition #2 (Order, p. 42)**

- Collaborative process with ICC and CLECS
  - Tailor to Illinois needs proposed OSS measurements, reporting, incentive plans
  - Recommend dispute resolution methodologies and ICC enforcement policies
- Commence within 30 days of merger close
- Complete within 6 months of commencement
  - Initial teleconference held July 20, 2000

## Background - Regulatory Activity

- **California Activity**
  - Began 10/97
  - Order issued 8/99
  - Joint Partial Settlement Agreement conformed to PUC order 9/7/99
  - 2/2000 review completed with results filed on 7/12/00, comments on open issues filed 7/31, reply comments to be filed 8/8/00
- **States with Current Performance Measurement Stipulations**
  - California, Hawaii, Indiana, Nevada and North Carolina
- **Many Other States with Activity Based on Collaborative Efforts**
  - South Carolina and Ohio
  - Beginning in Florida, Virginia, Washington, and Oregon
  - Standard set of Measures proposed
- **FCC Approved Carrier-to-Carrier Performance Plan (para V)**

# Web Performance Measures



## Conforming Joint Partial Settlement Agreement (JPSA)

- 9 OSS Categories
  - Pre-Ordering
  - Ordering
  - Provisioning
  - Maintenance
  - Network Performance
  - Billing
  - Database Updates
  - Collocation
  - Interfaces
- Equates to approximately 400 sub-measures

### CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number		Page Number
PRE-ORDERING		
1	Average Response Time (to Pre-Order Queries)	11
ORDERING		
2	Average FOC/LSC Notice Interval	13
3	Average Reject Notice Interval	15
4	Percent of Flow Through Orders	16
PROVISIONING		
5	Percent of Orders Jeopardized	17
6	Average Jeopardy Notice Interval	18
7	Average Completed Interval	19
8	Percent Completed within Standard Interval	20
9	Coordinated Customer Conversion	21
10	PNP Network Provisioning	22
11	Percent of Due Dates Missed	23
12	Percent Due Dates Missed Due to Lack of Facilities	24
13	Delay Order Interval to Completion Date	25
14	Held Order Interval	26
15	Provisioning Trouble Reports	27
16	Percent Troubles in 30 days for New Orders	28
17	Percent Troubles in 7 days for New Orders	30
18	Average Completion Notice Interval	31
MAINTENANCE		
19	Customer Trouble Report Rate	32
20	Percent of Customer Trouble not Resolved within Estimated Time	33
21	Average Time to Restore	35
22	POTS Out of Service less than 24 Hours	37
23	Frequency of Repeat Troubles in 30 day period	38
NETWORK PERFORMANCE		
24	Percent Blocking on Common Trunks	40
25	Percent Blocking on Interconnection Trunks	41
26	NXX Loaded by LERG Effective Date	42
27	Network Outage Notification	43
BILLING		
28	Usage Timeliness	44
29	Accuracy of Usage Feed	45
30	Wholesale Bill Timeliness	45
31	Usage Completeness	46
32	Recurring Charge Completeness	47
33	Non-Recurring Charge Completeness	48
34	Bill Accuracy	49
35	Duplicate Billing	50
36	Accuracy of Mechanized Bill Feed	50
DATABASE UPDATES		
37	Average Database Update Interval	51
38	Percent Database Accuracy	52
39	E911/911 MS Database Update	53
COLLOCATION		
40	Time to Respond to a Collocation Request	54
41	Time to Provide a Collocation Arrangement	55
INTERFACES		
42	Percent of Time Interface is Available	56
43	Notification of Interface Outages	56
44	Center Responsiveness	57

## Conforming JPSA (cont.)

- Requirements defined for each Performance Measure
  - Description
  - Method of Calculation
  - Report Period
  - Report Structure (Entity)
  - Reported By (Disaggregation)
  - Geographic Level
  - Measurable Standard
  - Business Rules
  - Notes

Billing Measure 28 Usage Timeliness	
Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	<ul style="list-style-type: none"> <li>• Resale</li> <li>• UNE (IntraLATA and InterLATA, etc.)</li> <li>• Jointly provided switched access (associated with meet point billing)</li> </ul>
Geographic Level:	Statewide
Measurable Standard:	<p>Pacific Bell: Parity for Resale and UNE. Benchmark for Jointly provided switched access: Standard - 95% in 5 Days</p> <p>GTE: Parity for Resale and UNE: Resale Toll – June 1999 Resale Local – November 1999 UNE – November 1999</p> <p>Benchmark for Jointly provided switched access: Standard – 95% in 6 Days</p>
Business Rules:	
Notes:	

# Web Performance Measures



## Conforming JPSA (cont.)

- Different service group type disaggregations
  - Resale
  - UNEs
  - Interconnection
  - Local/Permanent Number Portability (LNP/INP)
  - Etc.
- Note: New advanced services are being addressed in the California review

SERVICE GROUP TYPE DISAGGREGATION		
Type	ETE	Pacific Bell
RESALE		
Residential POTS	X (incl. Res. ISDN BRI)	X
Business POTS	X (incl. Bus. ISDN BRI and PBX)	X
ISDN		
ISDN BRI		X
ISDN PRI		
CENTREX		
PBX		X
PBX Analog		
PBX DID		
Specials (i.e., Designed Services)	X (incl. PRI)	
DDS		X
DS-1/ISDN PRI		X
DS-3		X
VGPL/DS0		X
UNBUNDLED NETWORK ELEMENTS		
UNE Loops		
Non-Designed	X	
UNE Loop 8dB weighted 2/4 wire analog basic/Coin		X (incl. Analog PBX)
Designed	X	
UNE Loop 5.5dB 2 or 4 wire analog		X
Assured		
UNE Loop 2 wire Digital ISDN Capable		X
UNE Loop 2 wire Digital xDSL Capable		X
UNE Loop 4 wire Digital (1.544Mbps Capable)/HDSL		X (incl. Digital PBX, HDSL)
UNE Loop PBX		
UNE Port		
Non-Designed	X	
UNE Port Analog (incl. PBX analog port)		X (incl. Coin)
UNE Port Coin		
Designed	X	
UNE Port Centrex		X
UNE Port ISDN BRI		X
UNE Port ISDN PRI (including DS-1 line port)		X
UNE Port PBX DID		X
UNE Dedicated Transport	X	X
UNE Dedicated Transport DS-1		
UNE Dedicated Transport DS-3		
UNE PLATFORM		
UNE Platform (i.e., loop + port + transport)		X
INTERCONNECTION		
Interconnection Trunks	X	X
PNP	X	X
PROJECTS		
Projects	X	X

Listing of Service Group Types From California  
OSS OII Performance Measurements JPSA

## ***Conforming JPSA (cont.)***

### **Reporting Requirements:**

- Available on 15th of each month via interactive website
- Each CLEC to access its own data, aggregate CLEC data, GTE data, GTE affiliate data
- ICC can access all entities, including GTE affiliate data, within their respective states
- No minimum orders or thresholds to meet
- Positive reporting currently required in California and Hawaii
- Activity-based reporting in all other states, being changed in California
- Reports can be downloaded from web reporting site
- Raw data, exclusion data and data analysis can be electronically requested
- Responses to requests for raw data, exclusion data and data analysis due within 30 days from receipt of request

## ***Conforming JPSA (cont.)***



## **Auditing:**

- **Initial Audits**
  - Ensure GTE's reporting procedures are sound; data collection/reporting is timely, accurate, complete
  - Include all systems, processes/procedures associated with production, reporting of PM results
  - Completed by jointly-selected independent auditor
  - Costs for initial audit will be borne by GTE
  - GTE, CLECs selected Deloitte and Touche as audit firm
  - Initial audit began early Nov. '99 / Submitted to CA PUC Jun. '00
- **Annual Audit**
  - Address GTE's reporting procedures, reportable data
  - Conducted every 12 months
  - Include all systems, processes/procedures associated with production, reporting PM results
  - Performed by Independent auditor
  - GTE to pay 50% of costs, other 50% divided among all CLECs for which Measures are reported
- **Mini-Audits**
  - Requested on specific Measure/Sub-Measure when CLEC believes data collected is suspected of being flawed or reporting criteria is suspected of not being adhered to
  - Conducted by independent auditor
  - CLEC to pay for costs unless GTE is found to be "materially" mis-reporting or misrepresenting data or to have non-compliant procedures -- in which case, GTE would pay for costs

# *Web Performance Measures*

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## **Conforming JPSA (cont.)**

- **Implementation Schedule for Measures Not Currently in Production**
  - GTE published a deployment schedule of when new measures will be reported
  - Currently implementing last measure
- **Review Procedures**
  - Parties agreed to reconvene in Feb. 2000 to review effectiveness of and modifications to Performance Measurements and ancillary issues

## *Web Performance Measures*

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### ***7/12/00 California JPSA filing***

- Filed Joint Motion 7/12/00
  - Red-line JPSA, JPSA, Open Issues
- Comments Filed 7/31/00
- Reply Comments to be Filed 8/8/00



# Web Performance Measures

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## ***Summary and Status***

### Performance Measures Are Dynamic

- Can be impacted by market forces, Regulatory proceedings, technology, and other factor

### GTE Continuing to Demonstrate Non-discriminatory Service Via Measures

### Activities required for merger compliance beyond scope of JPSA

- Conformance to Illinois needs (performance measures and reporting)
- Incentives
- Dispute resolution methodology
  - ICC enforcement policies

**Stay Tuned – There's More To Come...**